

WHAT IS VIRTUAL VA

Virtual VA moves the Department of Veterans Affairs towards a paperless office by maintaining veterans' claim folders electronically rather than on paper. The Virtual VA system centers on the concept of a veteran's electronic claims folder, or eFolder.

Virtual VA provides:

- Electronic storage for applications and evidence coming into the Department of Veterans Affairs
- Electronic storage for all correspondence and ratings sent out from the Department of Veterans Affairs
- The ability for a user to categorize, search, and sort the contents of the eFolder to assist in evaluating the claim



Virtual VA allows documents to be shared among the entire VA organization and even other government agencies such as DFAS without the constraint of moving a physical folder. In addition, other automated systems, such as RBA2000, and VETSNET, are able to use Virtual VA as a storage repository for released correspondence and other documents.

We do not receive MAP-D letters through data feed. If MAP-D letters are in Virtual VA, there are scanned in by the PMCs & RAS'. We are working with VETSNET to get MAP-D letters automatically imported once we move to a central server. This effort is in progress. We do received RBA2K documents electronically through data feed, and some VETSNET batch letters & writeouts.

Using imaging technology, documents are electronically inserted in the veteran's eFolder by means of fax, scanning/indexing, electronic insertion, and/or data feeds from external sources. Virtual VA can accept claims from several sources: mail, fax, email, or via the VONAPP automated system which will provide submission of a claim application through the Internet.

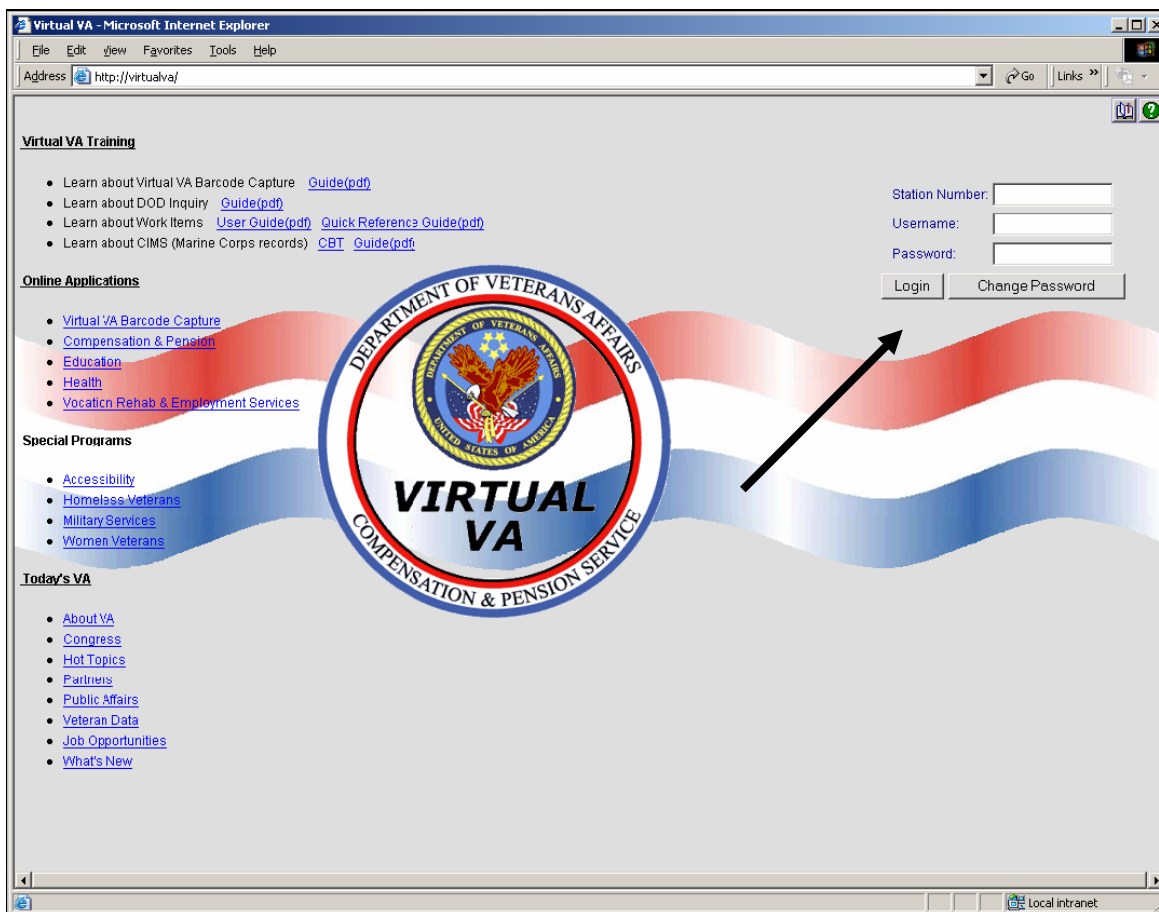
As we move closer to becoming a paperless claims processing agency, more documents will be stored in Virtual VA for claims evaluation.

WHAT TYPES OF RECORDS ARE AVAILABLE IN VIRTUAL VA

Currently, the following types of documents can be obtained in Virtual VA:

- Most documents relating to a veteran's pension award (scanned in by Pension Management Centers)
- Documents generated by Debt Management Center
- Recent rating decisions and code sheets
- Recent decision notification letters
- BDN generated letters
- QTC examination results
- CRSC/CRDP Notification Letters & Worksheets
- Comp COLA – End of Year Letters
- Write-outs
- Marine Corp Records (Korean/Vietnam Wartime)

HOW TO LOG INTO VIRTUAL VA



To login to Virtual VA:

1. Go to the Virtual VA website at <http://virtualva.vba.va.gov>.
2. Enter your **Station Number**, **Username**, and **Password**.
3. Click the **Login** button.

Your username and password are your LAN username and password.

Note: If you enter an invalid user ID, RO number, or password at any time during this process, a message box will display prompting a valid input combination. Check your information and try again.

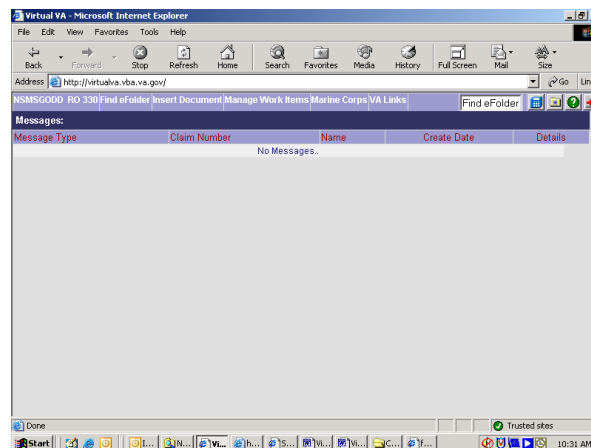
Note 2: The first time you access Virtual VA, you may be prompted to accept a security certificate. Accept the certificate and continue. If you do not accept the certificate, Virtual VA will not run properly.

HOW TO SEARCH FOR A VETERAN'S EFOLDER

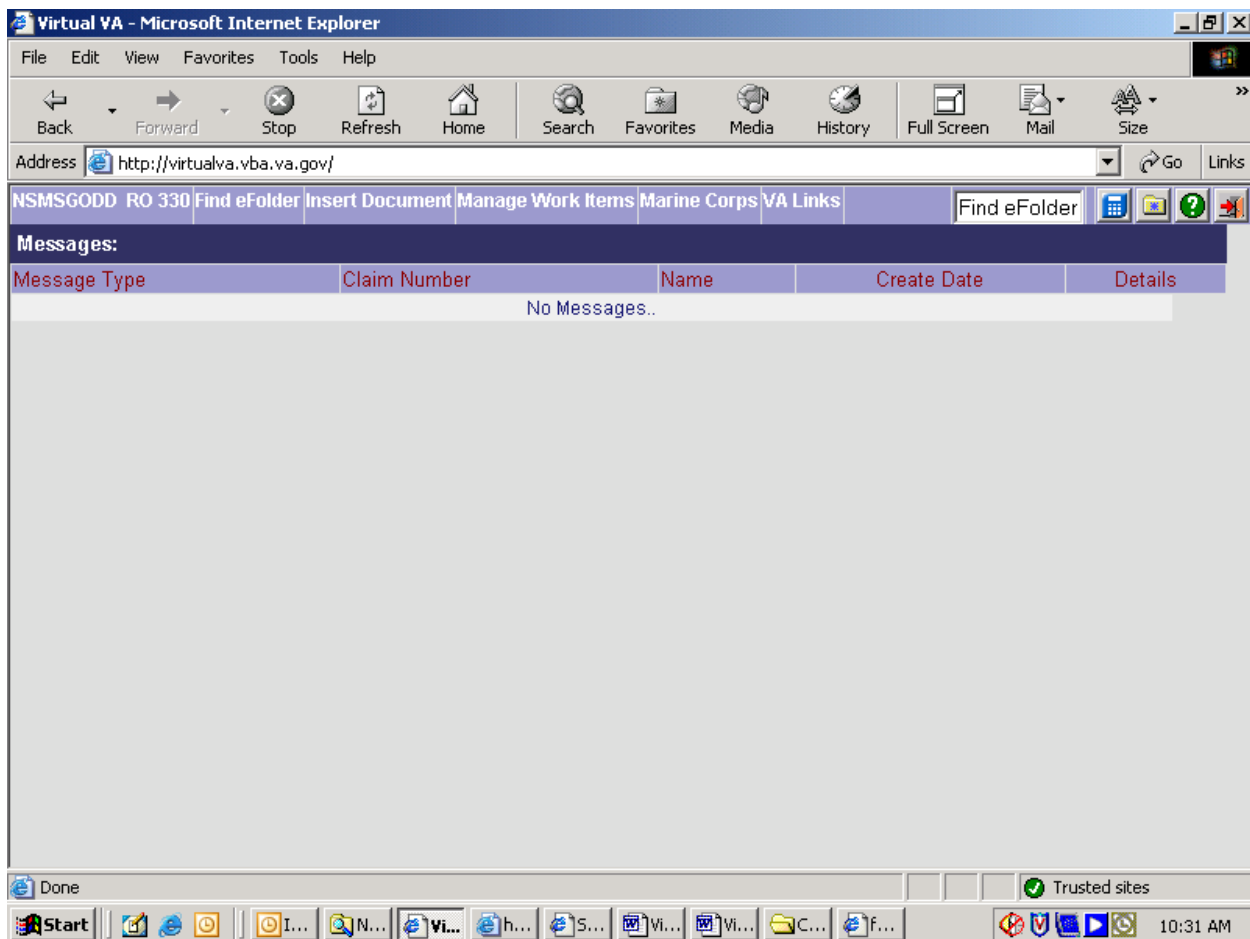
When a user is logged in, the ready screen appears or what is known as the “Manage Work Items” page

To locate a veteran’s eFolder, enter the VA file number into the field marked “Find eFolder” or select the “Find eFolder” tab.

NOTE: If a claim number exists for the veteran, entering his/her SSN in the ‘Find eFolder’ field will not yield a return. However, if you only have the veteran’s SSN available, you should use the ‘Find eFolder’ tab as it performs a cross check for SSN and claim number.



Once you are logged in, this is the screen you will see:



To locate a veteran's eFolder, enter the VA file number into the field marked "Find eFolder." Hit the enter key.

NOTE: If a file number exists, a record will not be found using the veteran's social security number.

HOW TO ACCESS A RECORD WITHIN A VETERAN'S EFOLDER

RD 330 Find eFolder Insert Document Manage Work Items Marine Corps VA Links Find eFolder

Refresh Change View Edit Folder Find Doc Insert Doc Capture T

Date of Birth: [REDACTED] Social Security: [REDACTED] Service Number: [REDACTED]
Jurisdictional RO: Philadelphia PA Current RO: 317 - St. Petersburg FL Created On: 04/22/2008

Documents Bookmarks Public Annotations WIP Notes

All Audit Write-Outs Correspondence Rating Decisions

View Print/Fax Open viewer in new window.

X	Doc ID	Date of Receipt	Doc Type
1	5554006310	02/01/2008	VA 20-8270 CaP Master Record Audit Writeout
2	5401881310	01/02/2008	Rating Decision - Codesheet
3	5401885310	01/02/2008	Rating Decision - Narrative
4	3405496310	03/06/2007	Notification Letter (e.g. VA 20-8993, VA 21-0
5	3997355310	11/09/2006	Notification Letter (e.g. VA 20-8993, VA 21-0
6	3219448310	03/20/2006	Notification Letter (e.g. VA 20-8993, VA 21-0

Done Trusted sites

Once the veteran's eFolder is located, a list of available documents is displayed. The document ID number, document date and document type are displayed for each record available.

To choose a record, click on the hyperlinked (blue) document ID number. This will pull up the document for review.

To close the document, click “Close” in the upper, right corner of the screen.

To print the document, click on the printer icon on the tool bar.

